

## REOPENING GUIDELINES

We care about your wellbeing. Please follow our health and safety protocols.

In order to protect the health of our artists and guests, we have implemented the following Safety Protocols, effective November 8, 2021, which will be updated periodically in accordance with CDC, state and local recommendations. Please visit our [Terms & Conditions](#) for more information.

### THEATRES

### CLASSES

### PRIVATE EVENTS

### STUDENT MATINEES

### OUTDOOR EVENTS

### POLICY

## VACCINATION & MASK POLICY

The following policy applies to ticketed indoor seated performances in: Boettcher Concert Hall, Ellie Caulkins Opera House and the Buell, Garner Galleria, Wolf, Kilstrom, Singleton and Jones theatres.

- **All patrons 12+ must be fully vaccinated against COVID-19** before attending indoor seated performances at the Arts Complex. (See FAQ for details)
- **Children 5-11 must show *either* proof of full vaccination *or* a negative COVID-19 test.** Approved tests include: PCR test (72 hours before the show) or an Antigen test (6 hours before the show) from an official testing center. (See FAQ for details)
- **Children under 4 must show a negative COVID-19 test.** (See above for approved tests)
- **Masks are required for all audience members 2+** unless consuming refreshments in designated areas.

**\*"Fully vaccinated" means individuals must complete their full course of COVID-19 shot(s) 14 days prior to an event.**

If you are unable to adhere to these policies, contact the Box Office to discuss your options, which include refunds, credit on account or donating tickets back to the DCPA.

## FAQ

### — VACCINE QUESTIONS

What qualifies as "fully vaccinated"?

"Fully vaccinated" means individuals must complete their full course of COVID-19 shot(s) 14 days prior to an event.

How do I show proof of vaccination when I arrive?

Adults 18+ must show a government-issued photo I.D. with proof of vaccination:

- A physical copy of a WHO (World Health Organization) or FDA-approved COVID-19 Vaccination Record Card
- A high-resolution photograph of the front and back of your WHO/FDA issued COVID-19 Vaccination Record Card on smart phone

How early will vaccination checks begin prior to a performance?

Verification will begin 2-3 hours prior to showtime depending on the venue. Please check your pre-show email reminder for details.

What if I forget my proof of vaccination?

If you forget any required documentation, you will not be permitted to enter the performance. You will be directed to the patron services team to discuss your ticketing options/alternatives.

What if my child is mid-way through the COVID vaccinations or 14 days haven't passed since the second shot?

[According to the CDC](#), having a COVID vaccination does not result in a positive test result, so please present a negative COVID-19 test as specified below.

Where do I go to get vaccinated?

[Vaccine providers](#)

I have no intention of getting vaccinated, what are my options?

We encourage you to attend a performance in the future when these requirements are lifted.

### + TESTING QUESTIONS

### + MASK QUESTIONS

### + ACCOMMODATIONS

## PRIOR TO YOUR VISIT

### SICK POLICY

**If you are unwell, please stay home.** If you or a member of your party is experiencing symptoms similar to those of COVID-19 or have had known exposure to someone with COVID-19, please stay home.

### EXCHANGES & CREDITS

**If you must miss a performance**, please [contact the Box Office](#) before your show to exchange tickets or receive an account credit.

### COMMUNICATE WITH YOUR GUESTS

**If you are the ticket purchaser**, it is your responsibility to communicate the DCPA's vaccination and mask policy to others in your party. Approximately one to two days before your ticketed event, you will receive a Performance Reminder with up-to-date guidelines. Please forward this email to your guests so that they know what to expect before your visit.

## WHAT TO EXPECT WHEN YOU ARRIVE

**All staff, volunteers and contractors** are required to be vaccinated.

**Arrive early** to allow extra time in the event that vaccination verification is required.

**Hand sanitizer stations** are available throughout the venues.

**Front Line Staff** including Security personnel, ushers, instructors and event managers are trained to assist guests and ensure that safety measures are followed. If you feel uncomfortable at any time, please speak with one of these team members.

**Air quality improvements** have been made throughout the Arts Complex which include increased fresh air circulation, upgraded filters and installation of ionization devices in different theatres.

**EPA-approved disinfectant** is used to clean all high-touch areas and common spaces before and after events.

**Theatre entry** will take place 30 minutes before curtain. Please move swiftly to your seat and don't linger unnecessarily in the lobby.

**Food and beverage** may be consumed in the lobby but are not permitted inside the theatre. Water fountains are unavailable.

**Stay in your seat** unless using the restroom or enjoying refreshments in the lobby.

**Seating capacity** will be fully utilized. To limit exposure to individuals who are not in your immediate seating area, we encourage social distancing while waiting to enter or purchase concessions. Additionally, we may opt to stagger entry / exit and limit capacity to small enclosures such as elevators and restrooms. Please note signage, Performance Reminder emails, and instructions from ushers and security personnel.

### TICKETS & EVENTS

All shows & events  
Subscriptions & memberships  
Group tickets (10+)  
Special offers & discounts  
Accessible performances  
Ticket donations  
For businesses  
For educators

### PLAN YOUR VISIT

Maps, directions & parking  
Restaurants  
Hotels  
Patron services  
First timer's guide

### THEATRES & SEATING

Buell Theatre  
Ellie Caulkins Opera House  
Garner Galleria Theatre  
Jones Theatre  
Kilstrom Theatre  
Randy Weeks Conservatory Theatre  
Singleton Theatre  
Wolf Theatre

### EVENT RENTALS

DCPA Event Services  
Seawall Ballroom  
Directors Room  
Event ideas

### EDUCATION

Adult acting classes  
Child & teen acting classes  
Personal coaching  
Resources for schools  
Teaching staff

### SUPPORT US

Ways you can help  
Donate now  
Give later  
Volunteer  
Special fundraising events  
Women's Voices Fund  
Donate your vehicle

### ABOUT US

DCPA Broadway  
DCPA Cabaret  
DCPA Education  
DCPA Off-Center  
DCPA Theatre Company  
Leadership  
History of DCPA  
DCPA News Center

### GET IN TOUCH

Contact us  
Careers  
Press

**BOX OFFICE: 303-893-4100**

